

SOUTH DERBYSHIRE DISTRICT COUNCIL

PERSON SPECIFICATION

STREETSCENE MANAGER

DIRECTORATE	Environment and Communities	SERVICE	Operational Services
GRADE	PO2	REPORTS TO	Operations Manager

The criteria below reflect the responsibilities of the Streetscene Manager role. Essential criteria are required for effective performance of the post; desirable criteria will support assessment where candidates meet the essential requirements.

QUALIFICATIONS AND PROFESSIONAL DEVELOPMENT

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
• Relevant management, supervisory or operational qualification, or demonstrable equivalent experience in managing frontline services. • Commitment to continuous professional development and maintaining the knowledge required for the role.	• IOSH Managing Safely, NEBOSH or an equivalent recognised health and safety qualification. • ILM, CMI or another recognised management qualification.

OPERATIONAL MANAGEMENT EXPERIENCE

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
• Substantial experience of coordinating and managing frontline operational services, such as grounds maintenance, street cleansing, environmental services or comparable public-facing services. • Experience planning and delivering routine, reactive and seasonal work programmes to agreed standards and timescales. • Proven experience of allocating and managing employees, vehicles, plant and equipment in response to operational priorities and service pressures. • Experience monitoring quality, productivity and service performance, taking action to address underperformance and improve efficiency. • Experience managing operational disruption, changing priorities and competing service demands.	• Experience of working within a local authority or other public-sector environment. • Experience delivering service redesign, route or schedule optimisation, or operational transformation. • Experience coordinating responses to severe weather, flooding or other incidents.

PEOPLE MANAGEMENT AND LEADERSHIP

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
• Proven experience of managing Team Leaders, supervisors and frontline employees, setting clear expectations and holding individuals accountable for delivery. • Experience of managing attendance, sickness absence, conduct, capability and performance in accordance with organisational procedures. • Ability to lead recruitment, induction, training and workforce development, including identifying and addressing competency gaps. • Ability to build a positive, safe and accountable team culture. • Ability to deal confidently and fairly with difficult conversations, employee concerns and workplace conflict.	• Experience of supporting formal disciplinary, grievance or employee-relations investigations. • Experience coaching and developing Team Leaders or aspiring managers.

TECHNICAL KNOWLEDGE, HEALTH AND SAFETY

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
• Sound understanding of the delivery standards and practical requirements of Greenspace and Street Scene services, including grounds maintenance, litter removal, street cleansing and related environmental works. • Working knowledge of health and safety duties, risk assessments, method statements, safe systems of work, PPE and accident/near-miss reporting. • Understanding of key operational risks, including COSHH, HAVS, manual handling and the safe use of machinery, plant and equipment. • Understanding of operator competency, vehicle and plant inspections, defect reporting and the need to liaise with fleet and maintenance colleagues. • Ability to promote safe working practices through inspections, toolbox talks, briefings, monitoring and proportionate corrective action.	• Knowledge of the statutory and regulatory framework relevant to local environmental and public-realm services. • Knowledge of asset management, maintenance planning or specialist grounds maintenance equipment.

SERVICE PLANNING, PERFORMANCE AND IMPROVEMENT

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
• Ability to translate service priorities into clear work programmes, instructions and measurable outcomes for operational teams. • Strong organisational and problem-solving skills, including prioritising resources and making sound decisions under pressure. • Ability to analyse workloads, key performance indicators, inspection outcomes and customer feedback to identify and implement improvements. • Experience undertaking or coordinating operational inspections and audits and following through on corrective actions. • Ability to support emergency planning and operational response arrangements, including liaising with internal teams and partner agencies when required.	• Experience of implementing digital work scheduling, mapping, GIS or route optimisation solutions. • Experience of developing contingency arrangements or business continuity plans.

FINANCIAL, RESOURCE AND SYSTEMS MANAGEMENT

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
• Experience of monitoring operational expenditure, identifying budget pressures and supporting effective financial control and value for money. • Ability to manage or scrutinise expenditure on overtime, agency cover, materials, fuel, plant and equipment. • Ability to use Microsoft Office and operational systems to maintain records, analyse information and report on performance. • Working knowledge of UK GDPR and confidentiality requirements. • Ability to contribute to business cases, purchasing decisions and the efficient use of Council assets and resources.	• Experience of procurement, contract monitoring, supplier management or tendering processes. • Experience producing dashboards or using specialist operational software for performance reporting.

CUSTOMER SERVICE AND STAKEHOLDER ENGAGEMENT

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
• Commitment to high standards of customer care and to delivering reliable, responsive services for residents. • Ability to investigate complaints and service failures, communicate outcomes clearly and secure lasting improvements. • Effective written and verbal communication skills, including the ability to work constructively with residents, elected members, colleagues, contractors and external partners. • Ability to represent the Council professionally and communicate sensitive or challenging operational decisions with tact and confidence.	• Experience of preparing briefings or presenting information to senior managers, elected members or community stakeholders.

PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
• Professional, proactive, resilient and solution-focused, with a strong sense of personal accountability and integrity. • Commitment to equality, diversity and inclusion, respectful leadership and fair treatment of employees and service users. • Ability to work flexibly in response to operational emergencies, seasonal pressures and occasional requirements outside normal working hours. • Ability to travel between Council sites and operational locations across the district as required, with reasonable adjustments considered where appropriate. • Full UK driving licence, where this would assist the operational requirements of the post.	